



MASTERFILING RULES

Faction Four Systems Inc.

Applies to Smart Squad 2.8 and 2.9 · Revised October 2026

What Smart Squad requires before it will run a search, how it builds that search, and how a result is linked back to the RMS record. Written for administrators and trainers who need to explain why a search returned what it did — or why it will not run at all.

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TWO KINDS OF VALIDATION

There are two separate things happening, and they fail in different ways:

- **Client-side validation** runs in the app, on the fields an officer is filling in. This is what stops a search before it is sent.
- **Server-side logic** builds the actual search against the RMS fields. This is what decides which records come back.

The wildcard rule, which applies everywhere. For all searches, however they are started, a field containing ***** is treated as a wildcard. Every other field is an exact match unless stated otherwise below.

PERSON

A person search can be run from the person search screen, or from inside a ticket when an officer is creating a person entity. The inputs are the same in both places: surname, first name, middle name, date of birth, gender, driver's licence number, FPS number and phone number.

What must be filled in

At least one of **FPS number**, **driver's licence number**, **phone number** or **surname**. This is the same from the search screen and from within a ticket.

How the search is built

1. **If a driver's licence number is entered, nothing else matters.** Every other field is ignored and an exact search is run on the licence number alone. This surprises people: adding a surname to "narrow it down" has no effect whatsoever.
2. Otherwise, Smart Squad checks whether **phonetic matching** is enabled.
 - **Enabled** — surname, given 1 and given 2 are searched phonetically.
 - **Not enabled** — the same three fields are searched, but not phonetically.Phonetic matching affects *only* those three name fields. Nothing else changes.
3. **Date of birth** is added. Normally this is an exact match, but it can be configured as a range — see below.
4. **Gender**, **FPS number** and **phone number** are each added as exact matches when present.

Date of birth can be a range rather than an exact match. Where a range search is used, the window either side comes from the agency setting `RMS.PersonDOBRange`, in years. With it set to 2, a date of birth of 1990 matches records from 1988 to 1992.

This matters when an officer reports that a person "is in the RMS but Smart Squad cannot find them" — a date of birth recorded slightly differently in the two systems will match with a range and miss without one.

BUSINESS

A business search can be run from the business search screen or from within a ticket. The only input is the business name, and it is required in both places.

ADDRESS

Smart Squad handles three address types — municipal, rural and cross street — and the requirements differ between them. Inputs include city, street name and number, common name, province, street type, suite, quadrant, PO box and type, route and type, and the name, direction and type of both intersections.

From within a ticket

To run the search at all: street number, *or* common name, *or* street name **and** street type.

ADDRESS BEING CAPTURED	WHAT IS REQUIRED
Home address (municipal and rural)	Street number and street name and street type, <i>or</i> PO box, <i>or</i> route number — plus city and postal code.
Occurrence address (physical address or cross street)	Street number and street name and street type and city.

From the address search screen

IS THE ADDRESS MUNICIPAL?	WHAT IS REQUIRED
Yes	Street number and street name, <i>or</i> PO box.
No	Street name and street type and intersection 1 name and intersection 1 type.

VEHICLE

Inputs are driver's licence number, province, VIN, year, make and model, plus licence plate number and province.

- **From the search screen:** licence number, *or* VIN, *or* make and model, *or* make and year.
- **From within a ticket:** licence number, *or* VIN, *or* year and make and model together.

If a VIN is entered, everything else is ignored and only the VIN is searched — the same behaviour as a driver's licence number on a person search. Without a VIN, every field that has been filled in is used.

HOW A RESULT GETS LINKED

Within a ticket, what happens next depends on how many records come back:

RESULTS	WHAT HAPPENS
One	It is hard linked to the RMS record automatically.
Two or more	The officer is shown the list and can select the right record and hard link it, create a new entity and link that instead, or cancel, add more criteria and search again.

Once one record is linked — whether matched automatically or chosen from a list — the information held in the RMS is copied into the Smart Squad fields that are **still empty**. Anything the officer has already typed is left alone.

QUESTIONS

If a search behaves in a way this does not explain, raise it with Faction Four support with the fields that were filled in and what you expected to come back.